



## Storm Center



The Storm Center will be open during major snowstorms, hurricanes, floods or natural disasters to provide information and service to Boston residents for all storm-related problems, including plow requests, downed trees, and power outages. The Storm Center is staffed by a knowledgeable team of City departments and utility representatives, including: Public Works, Transportation, Inspectional Services, Parks and Recreation, the Mayor's 24-Hour Service, Police, Fire, Emergency Medical Service, NSTAR, Boston Water & Sewer, and the MBTA.



## Storm Safety Tips

- \* Avoid driving during a severe winter storm.
- \* Shovel sidewalks abutting your residence and business. Sidewalks should be passable within three hours after a snowstorm.
- \* Don't shovel snow into the roadway. While shoveling out cars, pile snow behind or in front of the vehicle, or at the edge of the sidewalk.
- \* Avoid shoveling if you are elderly or have a heart condition.
- \* Shovel out fire hydrants, catch basins, ramps, and curbs on your street.
- \* Check on elderly or handicapped neighbors.

For news about school delays and cancellations, tune in to your radio or TV.

Visit [www.cityofboston.gov/consumeraffairs](http://www.cityofboston.gov/consumeraffairs) for more info on the Mayor's heating enforcement strategy, and for some money-saving conservation tips.



## Parking Regulations

Reminder...Tune in to the radio or television before and during a storm to determine if a snow emergency is declared in Boston.

**PARKING REGULATIONS ARE STRICTLY ENFORCED DURING SNOW EMERGENCIES. VIOLATORS ARE SUBJECT TO TICKETING AND TOWING.**

- \* Don't park within 20 feet of an intersection, or further than one foot from the curb.
- \* During a snow emergency, don't park on streets with signs declaring it an "Emergency Snow Artery".
- \* For winter 2003-2004, on secondary roads park only on the odd side of the street during snow emergencies, unless otherwise posted.
- \* Disabled cars blocking the roadway must be removed as soon as possible.
- \* Cars parked in driveways must not extend to the sidewalk or street.



## Parking and Traveling Tips

- \* During declared snow emergencies, discounted parking is available at several parking lots and garages to cars that display Boston resident parking stickers. Watch your local papers for details or call the Storm Center at 617- 635-3050.
- \* Resident parking stickers must be visible within 24 hours after the end of a snowstorm.
- \* Take extra precaution near school bus stops where children may be waiting without parental supervision.
- \* Treat non-working traffic lights as stop signs and proceed cautiously at intersections.



## Household Hints

- \* In case of a power outage, stock up on batteries, flashlights, and canned goods. Keep refrigerators closed as much as possible, and keep refrigerator temperature at 45° or below. Food will stay fresh between 36-48 hours in a full fridge; 24 hours in a half-filled one.
- \* To avoid carbon monoxide poisoning: have a professional clean and inspect your furnace and chimney annually. For automobiles, make sure your exhaust pipe is free of debris.
- \* When a storm is predicted, check that you have enough oil to get through the storm.
- \* Keep a battery-operated radio, extra medicine, blankets, and bottled water on hand.
- \* If power is lost, unplug all appliances except one lamp to prevent power surge damage.
- \* Never use your oven for heat, and use extreme caution with space heaters – avoid placing them near curtains or other materials, and turn them off before going to bed.



## Stay Warm!

Take advantage of available resources to help keep your home heated. Remember:

- \* If you are a tenant, your unit must be heated to a minimum of 68° (day) and 64° (night). Alert your landlord first to correct "no heat" or insufficient heat problems.
- \* If your landlord does not respond, contact the Boston Inspectional Services Department at 617-635-5322, or after business hours the Mayor's "no heat" hotline at 617-635-4500.
  - If you have a complaint about your oil dealer's service, call the Mayor's Office of Consumer Affairs and Licensing at 617-635-3834. For financial assistance with heating bills, call ABCD at 617-357-6000.

## EMERGENCY TELEPHONE NUMBERS

Storm Center.....617-635-3050  
Police/Fire/Emergency Medical Service....911  
Mayor's 24-Hour Service.....617-635-4500  
No heat complaints.....617-635-5322  
Poison Center.....617-232-2120

SENIORS! Don't get blown away by Cold Man Winter...for emergency assistance with heating repairs, call 617-635-0338.

## UTILITY COMPANIES

NSTAR Electric .....1(800)592-2000  
Keyspan Energy Delivery.....1(800)532-9600  
NSTAR Gas.....1(800)592-2000  
Boston Water & Sewer.....617-989-7000  
Verizon.....617-555-1611  
Massachusetts Water Resources Authority  
.....617-242-6000

## OTHERS

Animal Control.....617-635-5348  
Boston Medical Center.....617-638-8000  
City of Boston Tow Lot.....617-635-3900  
Code Enforcement Police.....617-635-4896  
Elderly Commission.....617-635-4366  
Logan Airport.....1(800)23-LOGAN  
MBTA.....617-222-3200  
MDC.....617-722-5500  
Smart Traveler  
(Road and Traffic conditions).....617-374-1234  
State Police.....617-740-7600  
Local Weather Service.....617-936-1234  
National Weather Service.....508-828-2672

[www.cityofboston.gov](http://www.cityofboston.gov)

# Winter 2003-2004

*A Guide to Snow Plowing,  
Parking, & Much More*



*This brochure contains important information  
on winter storms, parking regulations and  
household heating.*

Thomas M. Menino, Mayor  
Michael J. Galvin, Chief of Basic City Services  
Joseph F. Casazza, Commissioner, Boston  
Public Works